

## Serving Our Customers

**Listening to and understanding our customers enables us to deliver the services they need, when and where they need them.**

We offer our customers something no one else can: tailored solutions, based on first-hand knowledge of our products and services, that directly benefit their cost base and operational efficiency. With extensive technical expertise and global resources, we are in a unique position to add value to our customers' existing aircraft and systems by streamlining and improving service availability and delivery. In turn, we build their preference for all Boeing products.

Our worldwide infrastructure meets our customers' demand

for around-the-clock support that keeps fleets in service and running efficiently. We offer customers maintenance, modification, logistics, parts, engineering and training solutions that are tailored to their needs and delivered at the right time and place. In December 2005, we opened our new Commercial Aviation Services Operations Center, assisting airline customers 24 hours a day, 365 days a year. Boeing Support Systems delivers the sustainment capability and mission readiness our military customers require. Last year, just two months after a C-17 was severely damaged in Afghanistan, a Boeing-U.S. Air Force team made temporary repairs, flew the aircraft to Charleston Air Force Base in South Carolina

that adequate financing is available to support the sale and delivery of Boeing products and services. Our capabilities in mobile information services hold promise not just for airline passengers, who can access Connexion by Boeing in-flight Internet service on more than 180 flights daily, but also for network-centric military applications and e-enabled commercial airplane operations. Connexion by Boeing also offers high-speed connectivity solutions for the business aviation and maritime markets.

**The services market holds strong growth potential for Boeing.**

The commercial aviation services market is expected to

## aiming higher

and began the permanent repairs that will restore this valuable asset to service late in 2006.

By adding value to our products, we also help airline customers run their businesses more profitably. We offer airlines alternative uses for older airplanes through our new passenger-to-freighter conversion programs, and we help our military customers extend the useful life of existing platforms, an essential service in times of moderating defense budgets. Boeing Capital Corporation develops financing solutions for our customers and works with the global financial community to ensure

grow at 4 to 5 percent per year, from \$57 billion today to \$85 billion by 2013. Currently, we represent a small portion of this market, so the potential for growth is huge. The current addressable defense services market is \$14 billion within a \$46 billion market for domestic military aircraft sustainment. With products and partners around the world, Boeing is ideally positioned to help meet these emerging needs by leveraging our global sourcing strength and focusing our investments to deliver more efficient and effective services.





⚡ Our global Support Systems business, including the Boeing Support Systems Center in San Antonio, helps deliver the sustainment capability and mission readiness our military customers need to meet the global mobility requirements for today's warfighter. ◀◀ *Left:* In December, we delivered our first 747-400 Boeing Converted Freighter to Cathay Pacific Airways at a redelivery ceremony in Xiamen, China. ◀◀ *Far Left:* Our new Seattle-based Operations Center delivers around-the-clock, comprehensive support to airlines operating more than 12,000 Boeing airplanes worldwide.